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November 20, 2002

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, DC 20554

**Ex Parte:** **Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers – CC Docket No. 01-338; Implementation of the Local Competition Provisions in the Telecommunications Act of 1996 - CC Docket No. 96-98; Deployment of Wireline Services Offering Advanced Telecommunications Capability – CC Docket No. 98-147**

Dear Ms. Dortch:

On November 20, 2002, Tom Maguire, Augie Trinchese, Ed Shakin, Dee May and the undersigned met Christopher Libertelli of Chairman Powell's office, Matthew Brill of Commissioner Abernathy's office, Jordan Goldstein of Commissioner Copps' office and Daniel Gonzalez of Commissioner Martin's office to discuss Verizon's hot-cut process and performance. We reviewed the steps involved in performing hot-cuts and explained how the existing process was developed through state commission collaboratives with direct CLEC involvement. We also discussed the improvements Verizon has made in the process over the past several years, including converting large numbers of lines on a project-managed basis and the implementation of its Wholesale Provisioning Tracking System (WPTS), which enables a CLEC to electronically manage its conversion orders. Finally, we reviewed the performance measures applicable to hot-cuts and explained how many of those measures apply to project-managed hot-cut orders.

Please associate this notification with the record in the proceedings indicated above. If you have any questions regarding this matter, please call me at (202) 515-2530.

Sincerely,

W. Scott Randolph

Attachment

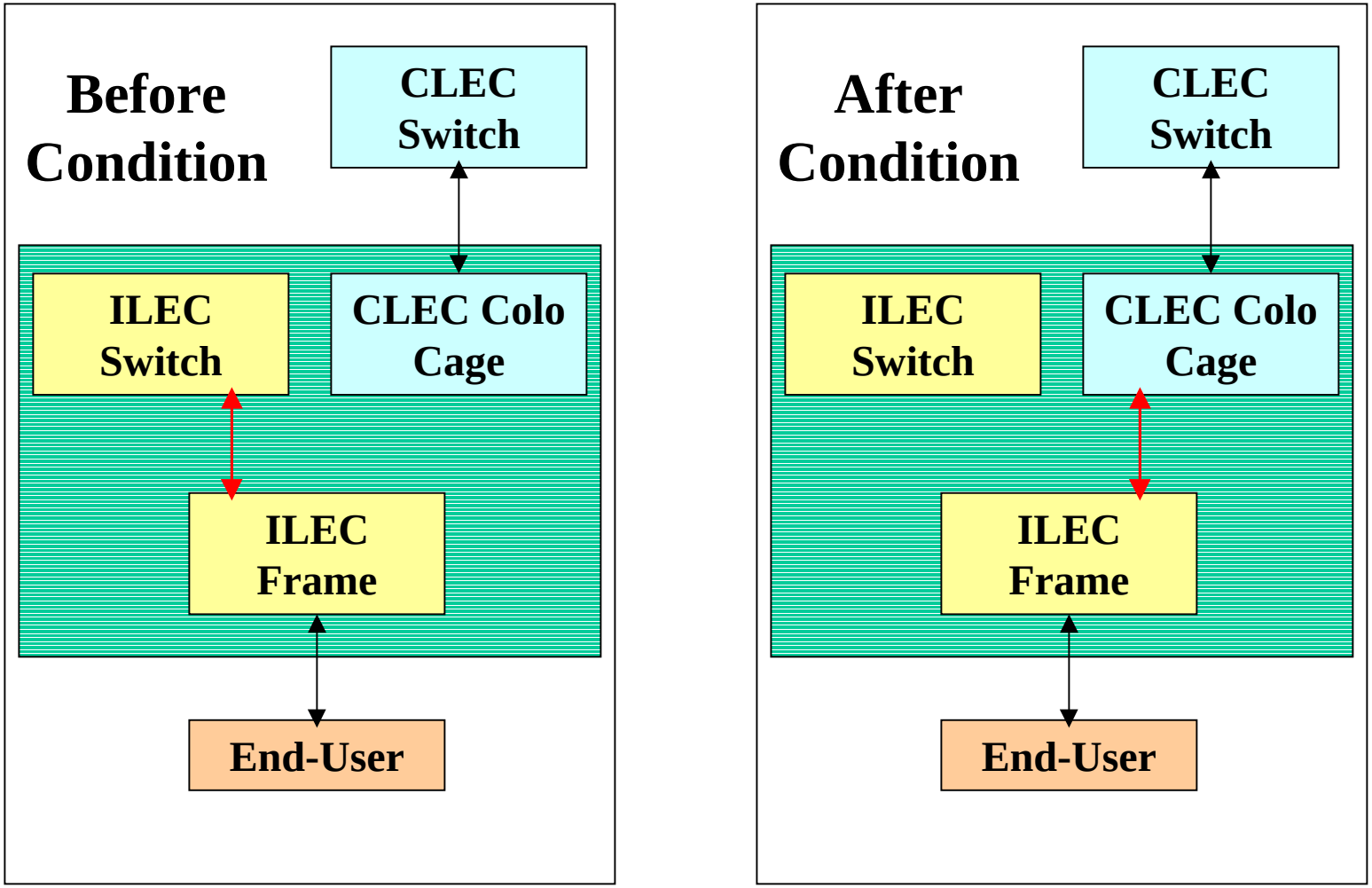
cc: Christopher Libertelli
Matthew Brill
Jordan Goldstein
Daniel Gonzalez

# Wholesale Local Service Overview

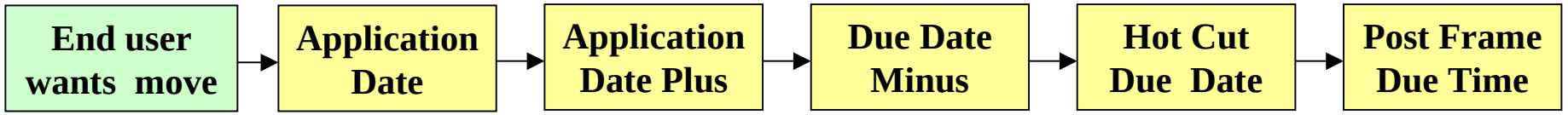
# Hot Cut Overview

- **Collaborative process**
- **Continuous improvement over the years**
  - ISO9000
  - Projects
  - WPTS
- **Specific metrics apply**
  - Timeliness
  - Quality

# Simplified Hot Cut



# Simplified Hot Cut Process




- End User contacts CLEC looking to move existing service from Verizon to CLEC
- CLEC checks CSR for features and other information

- CLEC sends LSR indicating Hot Cut
- VZ either queries or accepts and issues LSRC
- Hot Cut Order flows to APC (Reuse facilities), RCMAC, RCCC

- RCCC verifies order
- RCCC sends WFA / DI tickets to Frame to wire as per FOMS

- VZ LNP Trigger set automatically
- Frame verifies off (VZ) and on (CLEC) appearance on MDF
- RCCC contacts CLEC only if problems

- RCCC obtains Go / No Go from CLEC, advising Frame of direction
- If Go, Frame completes, notifies RCCC who advises CLEC of cut status

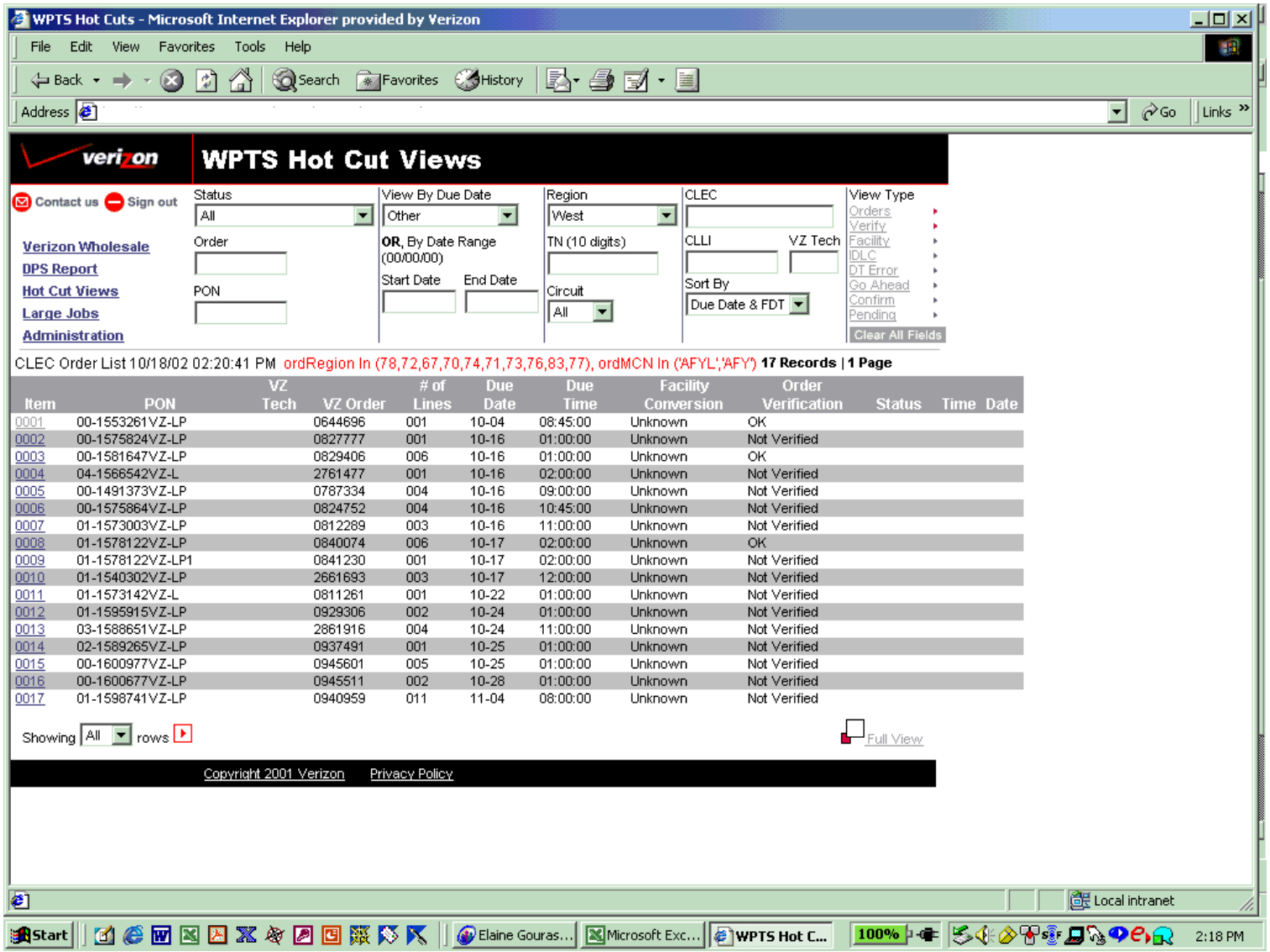
- CLEC activates port in NPAC
- VZ completes order, eventually pulling translation
- CLEC refers post cut troubles to RCMC

# Simplified Hot Cut Process
## *CLEC Self Service - WPTS*

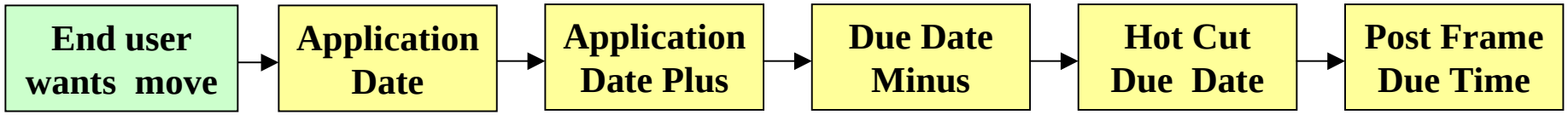
- **Wholesale Provisioning Tracking System**
  - Provides CLECs with the ability to manage their workload while eliminating the need to call the Provisioning centers
- **Approach:**
  - Provide web based system that provides current status of service orders
  - Allow for easy identification / resolution of problem orders
  - Establish web-based communication with Provisioning centers and Central Office technicians

# Simplified Hot Cut Process

## *CLEC Self Service - WPTS*



# Simplified Hot Cut Process
## *CLEC Self Service - WPTS*




**End user wants move**

- End User contacts CLEC looking to move existing service from Verizon to CLEC
- CLEC checks CSR for features and other information

**Application Date**

- CLEC sends LSR indicating Hot Cut
- VZ either queries or accepts and issues LSRC
- Hot Cut Order flows to APC (Reuse facilities), RCMAC, RCCC

**Application Date Plus**

- ***RCCC verifies order***
- ***RCCC sends WFA / DI tickets to Frame to wire as per FOMS***

**Due Date Minus**

- VZ LNP Trigger set automatically
- Frame verifies off (VZ) and on (CLEC) appearance on MDF
- ***RCCC contacts CLEC only if problems***

**Hot Cut Due Date**

- ***RCCC obtains Go / No Go from CLEC, advising Frame of direction***
- ***If Go, Frame completes, notifies RCCC who advises CLEC of cut status***

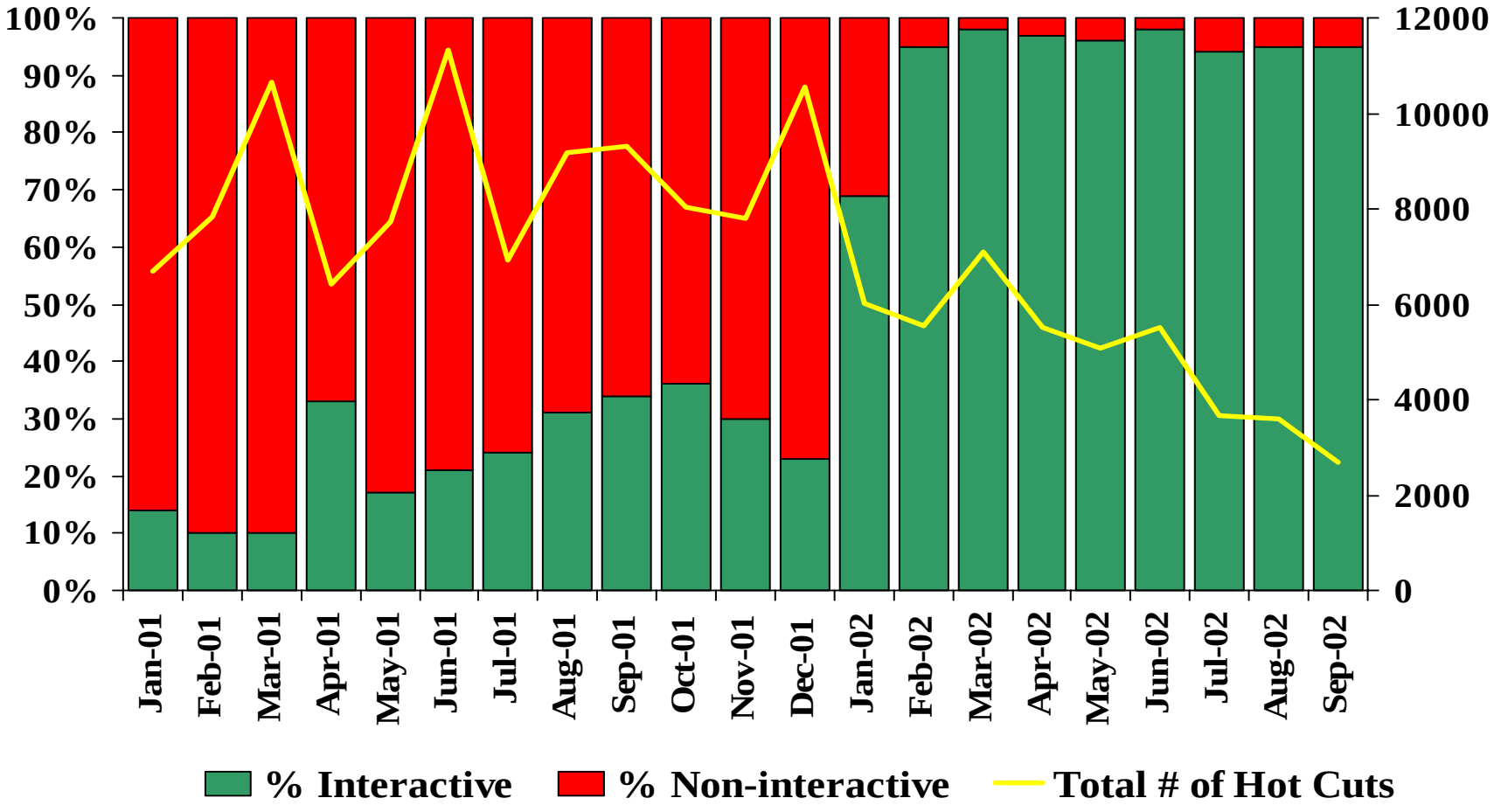
**Post Frame Due Time**

- CLEC activates port in NPAC
- VZ completes order, eventually pulling translation
- CLEC refers post cut troubles to RCMC

# Simplified Hot Cut Process

## *CLEC Self Service - WPTS*

### North Region



# Project Hot Cut Process

| CLEC sets project (17) | Application Date (15) | Application Date Plus | Due Date Minus (2) | Hot Cut Due Date | Post Due Date |
|---|---|---|---|---|---|
| •CLEC notifies VZ NMC that it wants to move a large number of customers to UNE-L, sends info via spreadsheet<br>•NMC gathers the needed VZ parties | •CLEC sends LSR indicating Hot Cut for each job in project<br>•VZ either queries or issues LSRC<br>•Hot Cut Order flows as with single cuts | •NMC, RCCC and CLEC verify scope and details of project (9)<br>•RCCC sends project details to Frame (7)<br>•Frame schedules forces | •VZ LNP Trigger set automatically<br>•Frame wires verifying off (VZ) and on (CLEC) appearance on MDF<br>•RCCC advises CLEC of problems, adjusting project dates if needed (1) | •At the appointed time, the CO starts moving through the cut sheet with the CLEC porting soon thereafter.<br>•Any problems are pushed to a clean up date | •VZ completes order, eventually pulling translation<br>•CLEC refers post cut troubles to RCMC |

**Red number in parentheses reflect days to due date in current process**

# Project Hot Cut Metrics

- **Ordering: All metrics except LSC timeliness / rejections**
  - Completion notification timeliness
  - Flow Through
- **Provisioning: specific Hot Cut measures**
  - I Codes
  - On time performance

# Project Hot Cut Metrics

- **Maintenance: All typical Loop measures after the service order is completed**
  - Average time to Create, Modify, Cancel Trouble
  - Average time to Test
  - Network Trouble Report Rate
  - Missed Appointments
  - MTTR
  - OOS>24 hours
  - Repeaters